

Oregon Department of Human Services

Type of User:	State Agency	Contact:	Charles A. Gallia Evaluation Research Coordinator
NCBD Participant:	Yes	Telephone:	503-947-5280
Address:	500 Summer St. NE, E-35 Salem, OR 97301-1077	Email:	Charles.A.Gallia@state.or.us

Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Medicaid – Adult and Child
Languages	English, Spanish
Additions/Changes to Instruments	Additional questions about: <ul style="list-style-type: none"> • Exceptional Needs Care Program awareness • Smoking Cessation
Purpose of Project	<ul style="list-style-type: none"> • Improve quality at the plan level • Provide quality measures for Member Handbook

Survey Administration

Administered Since	1997 (when it served as a CAHPS pilot State)
Administration Mode	HEDIS protocol (mail with telephone followup).

Uses of Survey Results

Reporting	Health plans report CAHPS results to their medical directors, contractors, and QI coordinators. All plans then present results to the Oregon Department of Human Services at a public meeting. The Department creates a report from these results (Member Handbook) and publishes it on the Web. This handbook, which is arranged by counties, helps consumers in their decision-making process and is updated annually.
Quality Improvement	Quality Improvement programs exist only at the plan level. QI groups in the plans analyze sponsor reports from the National CAHPS Benchmarking Database and identify priority areas for improvement. By the following cycle, plans must show that they have addressed the areas of concern
Marketing/Publicity	